# GOVERNMENT OF INDIA
# RAILWAYS
# LOK SABHA

UNSTARRED QUESTION NO:1139
ANSWERED ON:02.03.2016
Delay in Refund of Cancellation Charges
Patil Shri Chandrakant Raghunath

**Will the Minister of RAILWAYS be pleased to state:**

(a) whether it is a fact that IRCTC is making unduly delay in refunding of amount of the customers who cancel their tickets;

(b) if so, the details of the claims filed by customers and pendency thereof during the last six months along with steps taken to further streamline the procedure to settle the claims and hasten the refund; and

(c) the details of the cases of discrepancies in the refunds to the customer?

## Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (c): For cancellation of tickets done on the IRCTC website, refunds are credited back to the customer expeditiously. However, in cases of refund against TDR (Ticket Deposit Receipt), the claim is processed by concerned Zonal Railways who decide admissibility of refund based on verification of the claim which takes some time to resolve the case and in these cases also, the amount is refunded to the customers by IRCTC expeditiously as per decision of the concerned Zonal Railway. There are approx.86557 such cases pending with Zonal Railways for more than three months.
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